



OFFICE DEPOT®
THE CURAE APPROACH FOR TENANTS
WELCOME GUIDE



TENANT SOLUTIONS THAT WORK



WELCOME

to Office Depot®

Discover everything you need to help keep your tenants healthy, relaxed and energized.

JLL, your building's property manager, has partnered with Office Depot® to create this exclusive purchasing platform for tenants in our managed buildings. This platform allows you to take advantage of the purchasing power of JLL in combination with our industry-leading offerings, including office supplies; breakroom essentials; interiors/contract furniture; technology and accessories; and print services — all while achieving an average of up to 22 percent in savings over market pricing.

The following pages include information on how to order from Office Depot, including details on:

- Product information
- Pricing
- Delivery
- Customer service
- Returns

You'll also find helpful tools to reduce the time and money spent on procuring supplies. Have a look around, and make yourself at home. We look forward to working together!

Office DEPOT®





TENANT SOLUTIONS THAT WORK



Give your tenants the advantage

Support, supplies and savings — at your service

Ready to start taking advantage of everything that Office Depot® has to offer? Use this quick start guide to confirm orders, schedule deliveries, make the most of your savings and more.

Order confirmations

Each time you place an order, you'll receive an email confirmation that details your transaction and product status of the items you ordered.

Online customer service

Need support? Request an online chat or a phone call with just a click. Customer service will return your call within 10 to 60 seconds when you request a call through the live online assistant.

For questions or to learn more, contact:

Megan McDougall

Account Manager for JLL Curae Marketplace
Phone: 855.337.6811, Ext. 12686
Email: megan.mcdougall@officedepot.com

Delivery

Place your order by 5 p.m., and in-stock products will be delivered the next business day. Delivery lead times are provided by item on the website at time of order and on your order confirmation.

Office Depot-branded items in catalog

Looking to order what you need for less? Office Depot-branded items are value priced and include an assortment of environmentally preferable products, such as sticky notes.

Best Value items

In order to assist you with selecting the most cost-effective items, all JLL contract items are tagged with a Best Value icon. You can easily locate Best Value items by searching for products and then filtering for Best Value. Search results will display Best Value before noncontract items.

Office DEPOT®



Convenience that clicks

Put access and innovation at your fingertips.

User Login

On the internet browser address bar, enter <https://business.officedepot.com>.

- Enter your user
- Name/ID Enter
- Password Click Log in
- "Keep Me Logged on"
Check this box to by-pass the login page and connect to your account without rekeying credentials.
- Lost Login / Password assistance

Office DEPOT Taking care of business

Chat Now Contact Us

Welcome to the Business Solutions Division

Registered Customers

Show

Log In

☐ Keep me logged in
Forgot your login name/password?
Need Help Logging In?

You take care of business.
We take care of you.

Not a customer? [LET'S GET STARTED >](#)

Industry Solutions
Get support tailored to your business and industry, from education to government and much more.

Quality Products
Find all the essential items you need to keep your business running as efficiently as possible.

Business Services
Credit Card Processing, Clover POS Solutions and a host of other financial solutions to help keep your business viable.

Services & Support
From print & copy to procurement and payment solutions, we help you save time and money.

Sustainability Programs
Get involved with Office Depot's many efforts to support diversity to your community and our environment.

https://business.officedepot.com/a/content/prelogin/getstarted/?cm_sp=marketing_-_bsd_prelogin_-_bsd_bslogin_login_side_0_0_0

Connect to visibility

Stay informed and up to date with ease.

Home

The landing page includes 2 tiles for messages to keep you informed. Just click [Read More](#) to view details.

Products ▾

Shop for products by category.

Services ▾

For Office Depot services such as:

Print and Copy, Coffee Services, PrintIQ, Shredding Services, Tech Services, Water Service, Workplace Interiors.

My Account ▾

Manage profiles and account settings and if Super User manage User profiles.
My Shopping Lists

The screenshot shows the Office Depot Business Dashboard. At the top, there's a navigation bar with 'Products', 'Services', and 'My Account' tabs, along with a search bar. Below the navigation bar, there's an 'Alerts & Messages' section with two message tiles. The first tile says 'You have a new message, view it here' with a 'Read more' link. The second tile says 'You have a message from Office Depot, view it here' with a 'Read More' link. Below this is the 'Business Dashboard' section with tabs for 'Recent Orders', 'Pending Approvals', and 'Shipping Lists'. The 'Recent Orders' tab is active, showing a table of recent orders. The table has columns for Order ID, Order Date, PO Number, COPIES, ORDERED BY, STATUS, and TOTAL. There are 6 orders listed. Below the table is a 'Quick reorder' button.

ORDER ID	ORDER DATE	PO NUMBER	COPIES	ORDERED BY	STATUS	TOTAL
98866528-001	12/11/2017	GARTNER	GARTNER	ROBERTA CRAVER	Held for Declined Credit	\$19.07
988661554-001	12/11/2017	GARTNER	GARTNER	JEANETTE PETERSEN	Held for Declined Credit	\$30.26
988117209-001	12/09/2017	AS	A CHECKLIST CC	BRETT RUSSELL	Cancelled	\$6.94
988117201-001	12/09/2017	AS	A CHECKLIST CC	BRETT RUSSELL	Cancelled	\$53.74
987905107-001	12/06/2017	123	123	CHASE TEST	Cancelled	\$26.16

Search:

Type in product: Description, Office Depot or manufacturer product codes. Predictive search reduces keystrokes.

Quick Order

Enter product and quantity or click [+ Need to add more products?](#) to enter up to 20 items.

Store Near You

To view or change local store.

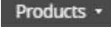
Order up

Going from Catalog to Checkout is as simple as 1-2-3-4.

Building Your Order

Step 1 Logon to <https://business.officedepot.com> using the unique user id and password provided by your Office Depot representative.

Step 2 Combine any of the following tools to build you order:

- **Catalog:** Click a category from the  **Navigation Bar** and select the category or sub-category to view products.
- **Search:** type item **Keyword** or **Item Number** and click **Search**. A summary of matching categories and the top ranking items will appear. Choose a category or brand, or go directly to an item. Results can be resorted by: Best Value (Contract), Price and relevance. To filter search results by characteristics such as brand, size, color etc, click the desired characteristic listed on the left-side tool bar.
- **Quick Order:** Enter the Office Depot, manufacturer, or custom product code numbers, then quantity and click Add to Cart. For multiple items click:
[+ Need to add more products?](#)
Click the **"Show Images"** check box to view product images and details. Enter up to 20 items at once.
- **Shop from Personal or Company Wide Lists.**
Click  then My Lists. To add an item to your shopping cart: enter the quantity desired, make sure the select box is checked, and then click **Add to Cart**. *Hint: If the shopping list quantities are preset to "0", simply click "Select all" and populate a quantity only on the desired items.*

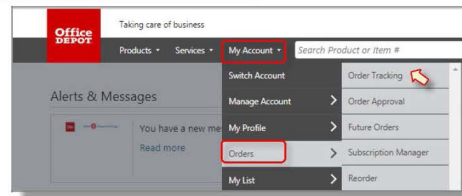
Step 3  Review your selections, view Office Depot recommended savings opportunities, share your cart with another user, save items for later, or add to custom shopping lists.

Step 4  - Review selected items and shipping address and accounting field requirements; modify as needed. If the order is released by 5:00 it will be processed for next available day delivery.

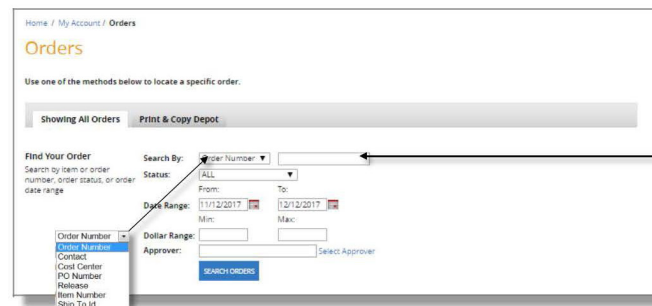
Innovation by design

Powerful search and tracking features, made to order.

Checking Orders Processing Returns



Under **My Account**, select **Orders** then **Order Tracking**.



Under **Search By** drop box select desired search parameter OR Search by order status.

If order placed before previous 30 days, adjust date parameters.

Search results are displayed in descending chronological order.

Click an order number to see the details of your order, or to view delivery tracking information.

Showing Orders with a status of Shipped and created between 07/01/2016 and 02/06/2017

Result 1 - 8 of 8

Order Number	Order Date	Total	Status	Delivery / Pickup Date	Changeable	PO Number	Cost Center	Release	Contact	Type
899045552-001	01/30/2017	\$112.74	Delivered	01/31/2017	No	JTPERG	USER1	N/A	JEFFERY FERGUSON	Order
892402489-001	01/05/2017	\$21.35	Delivered	01/06/2017	No	IE 3.28 RELEASE	ACHARLIEBROWN	17	USER DEMO	Order
890041383-001	12/27/2016	\$74.60	Shipped	01/09/2017	No	JTPERG	USER1	N/A	JEFFERY FERGUSON	Virt Whse
890041051-001	12/27/2016	\$52.72	Delivered	12/28/2016	No	JTPERG	USER1	N/A	JEFFERY FERGUSON	Order
888014322-001	12/16/2016	\$45.52	Delivered	12/19/2016	No	N/A	USER1	N/A	JEFFERY FERGUSON	Order
887893917-001	12/15/2016	\$2.11	Shipped	12/15/2016	No	MAX-PO	MAX-CC	RELEASE		Order
886389483-001	12/09/2016	\$239.49	Delivered	12/12/2016	No	JTPERG	USER1	N/A	JEFFERY FERGUSON	Order
863509454-001	09/09/2016	\$10.85	Shipped	09/12/2016	No	123	A	A	CARRIE RUSSELL-USER	Order

My Account

Click the Order Number to view details of the order.

Details, delivered

Everything you need to know about your order.

Order Detail Summary

Order Date:	01/02/2019	Subtotal:	\$19.79
Ordered By:	DOCUCENTER.DOCUCENTER...	Delivery Fee:	\$0.00
		Taxes:	\$1.88
		Total:	\$21.67

Summary

Last Updated: 01/04/2019
Updated By: DOCUCENTER.DOCUCENTER@AMJ.LLCOM
Delivery Date: 01/04/2019
Comments:

Shipping

Address: 515 S FLOWER ST STE 1300
LOS ANGELES, CA
90071-2252
USA
Ship to id: 515SOUTHFLOWERS

Billing

Account#: 59634492
Contact: HERNAN HERNANDEZ
1 (213) 239-6172
Payment Method: Debit/Credit Card

ORDER NUMBER	COST CENTER	STATUS	TOTAL
253693111-001 - Parent Order	401	Delivered	\$19.79



\$10.99 / each

Sparco Adjustable Easel Document Holder - 10" x 2" x 14" - 1 Each - Black
Item #721375

QUANTITY	BACK ORDER	SHIPPED	TOTAL
1	0	0	\$10.99

COMMENTS:



\$19.79 / dozen

Paper Mate® Inkjoy® Gel Pens, Medium Point, 0.7 mm, Blue Barrel, Blue Ink, Pack Of 12
Item #686280

QUANTITY	BACK ORDER	SHIPPED	TOTAL
1	0	1	\$19.79

COMMENTS:

Subtotal: \$19.79
Delivery Fee: \$0.00
Adjustments: \$0.00
Taxes: \$1.88
Total: **\$21.67**

Order detail and summary

Shipping address and all required billing data such as P. O. Cost Center, etc. Indication of payment method.

Item detail and order status

Sending something back?

Here's how to move forward.

Returns are accepted on stock catalog items in new condition with their original packing slip within 30 days of the original invoice date.

We'll replace all defective and damaged products at no charge to you within 30 days of invoicing the original order. Thereafter, you'll need to follow the manufacturers' product warranty policies.

For all returns, follow these guidelines:

STEP 1

Call JLL's Office Depot® National Account Service at **888.777.4044**, or request an Authorization to Return (ATR) number by accessing the Order History under "My Account" on **business.officedepot.com** and selecting "Begin Return" from the bottom of your order detail page. To expedite your service when contacting us, have handy a copy of the packing list that came with your order.

STEP 2

Write the ATR number on a packing slip, and attach it to the merchandise you're returning. If you process a return online, you'll be able to print a shipping label to affix to the outside of the shipping box. Do not mark the manufacturer's original packaging, and make sure resealable products are in original manufacturer's packaging.

What can't be returned?

- Custom-made, made-to-order or assembled furniture, unless defective
- Special orders, logo items, food and beverage items, other ingested or absorbed items, hazardous materials, noncatalog items and technology items (including hardware, software and peripherals), unless the technology manufacturer allows returns

Office Depot will consider returns of special orders and noncatalog items on a case-by-case basis.



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STEP 3

On a packing list, note the reason for your return (ex: damaged, ordered incorrectly, incorrect item sent, quantity error, etc.).

STEP 4

Place the merchandise with the ATR number noted clearly on the label at the same place you received your order.



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You've got questions

We'll put these answers to work for you.

How can I find recycled items?

A recycled icon appears next to recycled items in the online catalog.

You can also find recycled items by selecting and applying the recycled icon to the left of your search results.



Can I create my own personal shopping lists?

You can create your own personal shopping list(s) as you shop. Simply click the Add to List button at the same time you are ordering your supplies, so you can easily find these items the next time you order. You can also create a personal shopping list from the My Shopping List link above the keyword search box. You can create as many personal lists as you would like, but you are limited to 200 items per list.

How will I know if Office Depot® received my order?

We will send an order acknowledgment to confirm your order. Always check your order acknowledgment for accuracy and product availability. If you have questions about your order after it has been placed, go to the Order Tracking page or contact JLL's Office Depot National Account Service at **888.777.4044** or jllcurae@officedepot.com.

Whom do I contact if I have a question?

For questions about order placement, products, order tracking and returns, contact JLL's **Office Depot Customer Support Team** at:

- **Phone:** 888.777.4044
- **Fax:** 800.973.3376
- **Email:** jllcurae@officedepot.com

Contact website support at:
800.269.6888

Customer Service hours:

Monday through Friday,
7 a.m. to 7 p.m. local time

Orders and returns may
be processed on the web 24/7.



TENANT SOLUTIONS THAT WORK



One source. Outstanding savings.

Put a powerful partnership to work for your business.

Whether you're looking to get the supplies you need at the greatest value, manage purchases of essentials more efficiently, maximize your ROI or more, Office Depot® has you covered.

We're dedicated to helping your office succeed — all with supplies, support and services you can count on.

Did you know?

We also provide these other solutions:

- **Breakroom supplies** — coffee, water, snacks and more
- **Cleaning supplies** — paper towels, trash bags, cleaners and more
- **Office supplies** — paper, pens, binders, ink and toner, and more
- **Technology** — computers, printers, shredders and more
- **Furniture** — chairs, desks, file cabinets and more
- **Print & Copy** — design, production, management, distribution and more

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